

1. (currently amended) A method for processing an enterprise message comprising:
maintaining a plurality of rules, each rule specifying a triggering event, conditional
criteria, zero or more exceptions, and an action;

detecting an occurring event for an enterprise message, the enterprise message comprising
5 a voice message and categorization data, the categorization data elicited from a user during an
interactive session in which the voice message is received from the user, the categorization data
classifying the voice message according to its content and specifying at least one association
between the voice message and information maintained in a data system;

determining whether the occurring event matches the triggering event specified for a
10 selected one of the rules;

if the occurring event matches the triggering event for the selected rule, determining
whether the categorization data for the enterprise message satisfy the conditional criteria
specified by the selected rule; and

if the categorization data satisfy the conditional criteria and no exception applies,

15 performing the action specified for the selected rule, the action specifying modifications to
information in the data system identified by the categorization data.

2. (original) The method of Claim 1, wherein:

the categorization data comprises at least one field corresponding to customer
20 relationship management information maintained in the data system; and

the action specifies modifications to enterprise resource planning information maintained
in the data system.

3. (original) The method of Claim 2, wherein:

25 the field in the categorization data specifies a customer account identified in the customer
relationship management information; and

the categorization data further comprises a sales opportunity update for the customer
account.

4. (original) The method of Claim 3, wherein:
the categorization data satisfy the conditional criteria if the sales opportunity exceeds a threshold; and

the modifications to the enterprise resource planning information result in orders for a
5 product associated with the sales opportunity update.

5. (original) The method of Claim 4, wherein the orders are at least one of purchase orders for materials for producing the product and manufacturing requests for the product.

10 6. (original) The method of Claim 1, wherein the action further specifies routing of the voice message to a voice mailbox.

7. (original) The method of Claim 1, wherein the occurring event is a selected one of creation of the enterprise message and alteration of the enterprise message.

15 8. (original) The method of Claim 1, wherein:
the action further specifies an administrator for approving the modifications; and
performing the action specified for the selected rule comprises establishing a communication channel with the administrator, communicating a prompt on the communication
20 channel, the prompt requesting approval of the modifications, receiving a response on the communication channel, and executing the modifications if the response indicates approval.

9. (currently amended) An integration server for integrating voice messaging and data systems, the server comprising:

25 a telephony services module operable to establish a voice channel with a user and to receive a voice message from the user;

a data services module operable to couple to a data system; and

an integration module operable to elicit categorization data from the user during an interactive session in which the voice message is received from the user, the categorization data

classifying the voice message according to its content and specifying at least one association between the voice message and information maintained in the data system, the integration module further operable to:

- store the voice message and the categorization data as an enterprise message;
- 5 maintain a plurality of rules, each rule specifying a triggering event, conditional criteria, zero or more exceptions, and an action;
- detect an occurring event for the enterprise message;
- determine whether the occurring event matches the triggering event specified for a selected one of the rules;
- 10 if the occurring event matches the triggering event for the selected rule, determining whether the categorization data for the enterprise message satisfy the conditional criteria specified by the selected rule; and
- if the categorization data satisfy the conditional criteria and no exception applies,
- performing the action specified for the selected rule, the action specifying modifications
- 15 to information in the data system identified by the categorization data.

- 10. (original) The server of Claim 9, wherein:
 - the categorization data comprises at least one field corresponding to customer relationship management information maintained in the data system; and
 - 20 the action specifies modifications to enterprise resource planning information maintained in the data system.

- 11. (original) The server of Claim 10, wherein:
 - the field in the categorization data specifies a customer account identified in the customer relationship management information; and
 - 25 the categorization data further comprises a sales opportunity update for the customer account.

12. (original) The server of Claim 11, wherein:

the categorization data satisfy the conditional criteria if the sales opportunity exceeds a threshold; and

the modifications to the enterprise resource planning information result in orders for a
5 product associated with the sales opportunity update.

13. (original) The server of Claim 12, wherein the orders are at least one of purchase orders for materials for producing the product and manufacturing requests for the product.

10 14. (original) The server of Claim 9, wherein the action further specifies routing of the voice message to a voice mailbox.

15 15. (original) The server of Claim 9, wherein the occurring event is a selected one of creation of the enterprise message and alteration of the enterprise message.

16. (original) The server of Claim 9, wherein:

the action further specifies an administrator for approving the modifications; and

the integration module is further operable to perform the action specified for the selected rule by establishing a communication channel with the administrator, to communicate a prompt
20 on the communication channel, the prompt requesting approval of the modifications, to receive a response on the communication channel, and to execute the modifications if the response indicates approval.

17. (currently amended) A computer program stored in a computer-readable medium and executable by a computer for processing an enterprise message by performing the following steps:

maintaining a plurality of rules, each rule specifying a triggering event, conditional

5 criteria, zero or more exceptions, and an action;

detecting an occurring event for an enterprise message, the enterprise message comprising a voice message and categorization data, the categorization data elicited from a user during an interactive session in which the voice message is received from the user, the categorization data classifying the voice message according to its content and specifying at least one association

10 between the voice message and information maintained in a data system;

determining whether the occurring event matches the triggering event specified for a selected one of the rules;

if the occurring event matches the triggering event for the selected rule, determining whether the categorization data for the enterprise message satisfy the conditional criteria

15 specified by the selected rule; and

if the categorization data satisfy the conditional criteria and no exception applies, performing the action specified for the selected rule, the action specifying modifications to information in the data system identified by the categorization data.

20 18. (previously presented) The computer program stored in a computer-readable medium of Claim 17, wherein:

the categorization data comprises at least one field corresponding to customer relationship management information maintained in the data system; and

25 the action specifies modifications to enterprise resource planning information maintained in the data system.

19. (previously presented) The computer program stored in a computer-readable medium of Claim 18, wherein:

the field in the categorization data specifies a customer account identified in the customer relationship management information; and

the categorization data further comprises a sales opportunity update for the customer account.

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20. (previously presented) The computer program stored in a computer-readable medium of Claim 19, wherein:

the categorization data satisfy the conditional criteria if the sales opportunity exceeds a threshold; and

10 the modifications to the enterprise resource planning information result in orders for a product associated with the sales opportunity update.

21. (previously presented) The computer program stored in a computer-readable medium of Claim 20, wherein the orders are at least one of purchase orders for materials for

15 producing the product and manufacturing requests for the product.

22. (previously presented) The computer program stored in a computer-readable medium of Claim 17, wherein the action further specifies routing of the voice message to a voice mailbox.

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23. (previously presented) The computer program stored in a computer-readable medium of Claim 17, wherein the occurring event is a selected one of creation of the enterprise message and alteration of the enterprise message.

25 24. (previously presented) The computer program stored in a computer-readable medium of Claim 17, wherein:

the action further specifies an administrator for approving the modifications; and

the method further includes performing the action specified for the selected rule by establishing a communication channel with the administrator, communicating a prompt on the

communication channel, the prompt requesting approval of the modifications, receiving a response on the communication channel, and executing the modifications if the response indicates approval.

- 5 25. (currently amended) An integration server for integrating voice messaging and data systems, the server comprising:
- means for maintaining a plurality of rules, each rule specifying a triggering event, conditional criteria, zero or more exceptions, and an action;
- means for detecting an occurring event for an enterprise message, the enterprise message
10 comprising a voice message and categorization data, the categorization data elicited from a user during an interactive session in which the voice message is received from the user, the categorization data classifying the voice message according to its content and specifying at least one association between the voice message and information maintained in a data system;
- means for determining whether the occurring event matches the triggering event specified
15 for a selected one of the rules;
- means for, if the occurring event matches the triggering event for the selected rule, determining whether the categorization data for the enterprise message satisfy the conditional criteria specified by the selected rule; and
- means for, if the categorization data satisfy the conditional criteria and no exception
20 applies, performing the action specified for the selected rule, the action specifying modifications to information in the data system identified by the categorization data.